



Multicultural Health Brokers Co-op Ltd.
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JOB POSTING - May 2019

Who are we?

The Multicultural Health Brokers Cooperative is a registered community Workers Co-operative with a mandate to provide culturally and linguistically appropriate support to immigrant and refugee families from around the world. We are a grassroots, hands-on organization that believes in fostering genuine, empowering, and often long-term relationships with our clients, communities, and each other in order to increase the health of individuals, families, and communities. MCHB often works in partnership with the Multicultural Family Resource Society, a non-profit organization that is committed to improving the well-being of immigrant and refugee children, youth and families.

We are seeking Multicultural Health Brokers for part-time work among the South Asian community in Edmonton. Strong 1st language skills in Punjabi (ideal), Hindi, or Urdu are desired.

The role of this Broker will be to provide the appropriate parenting, health, and holistic family support to South Asian communities - to families and children in crisis, facing complex life circumstances without key supports. The support that a Broker provides includes one-on-one relationship with clients, help to connect with other resources and services within the city, and advocacy work. In other words, you get to walk side by side with someone as they navigate through their difficulties - whether it's health, housing, economic, or relationship challenges.

Who are you?

Working as a Cultural Broker is both challenging and very rewarding work. It requires a warm heart and a clear mind and a deep willingness to learn not just new skills, but about yourself and others. To be able to flourish in the work, you will need to be able to tolerate uncertainty, ambiguity, and what might feel like chaos at times. These are some of the qualities you need to have:

- You are able to relate to and honour multiple perspectives and ways of seeing the world and you are not afraid of having your own beliefs and values challenged.
- You love to reflect on your work and yourself, and are able to share your strengths and limitations, successes and mistakes openly with your colleagues.
- You allow yourself to be vulnerable at times and you are not afraid of asking for help. You love learning and growing - not only new skills, but as a human being.
- You have a maturity and ease that enables you to relate to many different kinds of people without forming quick judgments or needing instant solutions. When you work with individuals, you are able to be empathetic without taking sides, and are able to also hold the well-being of the family/community that they are a part of.
- You are able to work with complex situations that have no easy quick answers without getting easily frustrated or over-whelmed. You can take joy in small changes and improvements or simply in establishing a trusting supportive relationship with another.
- You are able to think creatively and find solutions that are sometimes out of the box. You're able to trust yourself to work without rigid guidelines. You value the spirit of a guideline rather than applying guidelines rigidly.
- You know that caring for yourself is important and you are committed to finding ways of establishing health on many levels in you - physical, mental, emotional, and spiritual.

We also value the following experiences and abilities:

- Having lived in South Asian, ideally a Punjabi speaking region, perhaps with family/friend connections that are still visited which could facilitate a deeper cultural interpretation, which is often as , or more important than language interpretation.
- Experience working with Child Welfare and/or other community support systems would be an asset.
- Having an understanding of the traditional beliefs, values, and practices, including community values, family relationships and parenting practices in the African community - and how these have been impacted by the Canadian context.
- Being familiar with pre-migration experiences of immigrant families.

- Being able to assess and understand your own cultural identity and value-base.
- Being able to act as a cultural bridge between immigrant families and mainstream Canadian organizations, such as schools, hospitals, law courts, and children welfare services. This requires both the ability to establish trusting, respectful relationship with multicultural families and listen to, understand, interpret and articulate their stories to the mainstream as well as translating and articulating mainstream concerns and practices to the families.

Ideally you would have the following knowledge or qualifications:

- Intimate knowledge of the South Asian community in Edmonton, particularly the Punjabi Speaking Community.
- Knowledge of local health and social services, including our child welfare system.
- Some training in or knowledge of holistic family support and casework.
- Knowledge of family violence indicators, the dynamics of such on the community, and tools for support.
- Familiarity with the issues facing immigrant and refugee children, youths, and their families.
- The ability to speak and write fluent English.
- The ability to speak Punjabi (ideal) Hindi or Urdu.
- A vehicle and a valid driver's license is a definite asset.

What will you do?

Brokering work is very varied and you will be working in many different environments and contexts. You can expect to be surprised and challenged daily. Here are some aspects to the work:

- Responding quickly to referrals for cultural brokering and holistic family support. This might involve doing home visits to the family.
- Providing bicultural parenting education and assistance.
- Connecting the families to needed resources and services within Edmonton; these will cover the full range, from services that meet the basic needs to those that enrich the functioning of the family.
- Organizing and facilitating groups for parents wanting peer support and the chance to learn from each other.
- Working with counseling colleagues to provide emotional and mental support to families.
- Providing advocacy and individualized assistance to those families in contact with a Child and Family Services (CFS) social worker.
- Entering information into our client data system (CASIS) in a timely manner.
- Participating in the life of the Cooperative by attending monthly team and Cooperative meetings, working with other brokers as a valued team member, and growing professionally with the professional development opportunities that will be provided.

What will we do for you?

A few of the most common things that people who work for the Co-op say is that they feel accepted for who they are, that they feel trusted and able to find their own way to work creatively, and that they love the sense of personal growth in the work. We actively foster a work environment that is caring, egalitarian in tone, and respectful of your creative energy. We also believe in on-going training and gathering together in ways that fosters support and learning from each other. The income for this **part-time position** is based on an annual salary of between \$37,800 and \$45,000 per year, depending on your experience.

What are the next steps?

Please send us a resume and cover letter that tells us about you and how your experience fits in with what we're looking for in a broker. In your Cover Letter:

Please include your experience working with the South Asian community in Edmonton or Canada.

Please include something from your life experience that has called you to this type of work.

Please include the reason you have chosen Multicultural Health Brokers as a place you would like to work.

Submit your resume and cover letter to Hina Syed (hina@mchb.org). She can also be reached by phone at **(780) 423-1973** if you have any questions.

Closing Date: June 7, 2019